

No Trigger: Immediate Action

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Business Component	Action	Coordination	Shortfalls Challenges Policy	Mission Area	Est. Costs	SOP
CIO	Identify associates who are capable of continuing operations from their home (Each service will provide this information to the CIO)	xxx	xxx	Prevention	manhours	CIO
CIO	Identify additional associates who need to work from home and train them to do so. Plan for additional equipment procurement.					
HR	As prescribed by Federal guidelines, furnish criteria to prioritize personnel eligible to receive vaccination		Essential personnel? High risk groups? Exposed individuals?			
OEM	Determine if ESFs will staff JFOs	Domestic Readiness Group	staffing, remote contracting	Protection	manhours	xxx
PAO - External	Enhance GSA Regional external communications plan to incorporate pandemic flu outbreak considerations	OCSC, Regional Administrator	xxx	Prevention	manhours	comm

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PAO - Internal	OCSC develop guidance awareness plan for associates	Regional Administrator, CDC, Facilities, HR, IT	include: infection control, personal hygiene and social distancing techniques in work and home settings	Awareness	manhours	comm
PBS	Review existing public health service (FOH) contract to identify services related to pandemic flu	Contracting, Legal, Federal Occupational Health, BSCs	Funding for increased FOH activity related to Pandemic	Awareness	manhours	Facility Review
PBS	Review personal protective equipment available to and needed by custodial, maintenance and/or food service contractor personnel	All Services	xxx	Awareness	manhours	xxx
PBS	Review building ventilation systems for potential to spread flu virus	xxx	it will be different for each building	Prevention	manhours	Facility Review
PBS	Review food services and identify locations where service may need to be altered	Contracting, Legal	it will be different for each building	Prevention	manhours	Facility Review

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PBS	Review existing custodial contracts and building-specific needs for special cleaning procedures to minimize spread of flu inside facilities	Contracting, Legal, Federal Occupational Health	xxx	Prevention	manhours	Facility Review
PBS	Convene tenant representatives/ tenant boards/ BSCs, to brief the plan and discuss future steps	Service Center Directors				
PBS	Develop modification to Contracts		Contractor must be qualified to handle possibly infected animals			Animal Control
FAS (supply)	Develop and make available pandemic products catalog for supplies that can be provided by GSA (ongoing activity)	Emergency Response Agencies		Prevention	manhours	Global Supply
FAS (supply)	Consider modification to contracts allowing Call Center employees to work from home	All Services/Staff Offices	Issuing government property to contractors, security issues		manhours	Global Supply

Trigger: Animal Outbreak in North America

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Business Component	Action	Coordination	Shortfalls Challenges Policy	Mission Area	Est. Costs	SOP
CIO	Operate/Maintain the GSA Enterprise Infrastructure Operation (EIO) (Normal operations/heightened vigilance)	xxx	xxx	Awareness	budgeted	CIO
CIO	Receive and disseminate IT security information (Normal Operations / Heightened vigilance)	Internal Communications	xxx	Awareness	budgeted	CIO
CIO	Establish links to "FirstGov" and "CDC" from regional website	Internal Communications	xxx	Awareness	manhours	comm
CIO	Helpdesk Support Advise helpdesk of potential decrease in government IT support staff and increase in help desk requirements)	Regional Administrator, HR, Internal Communications	backup plan for helpdesk support	Prevention	situational	CIO
CIO	Initiate "work-at-home" Systems Test (where prudent, test associate's ability to work from home, based on policy)	Regional Administrator, HR, Internal Communications	remote.gsa.gov telework policy	Prevention	budgeted	CIO

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Business Component	Action	Coordination	Shortfalls Challenges Policy	Mission Area	Est. Costs	SOP
CIO	Capacity Assessment (test LAN and internal infrastructure load restrictions in cooperation with CO)	xxx	sufficient WAN capacity, remote access ports, and accounts new accounts maybe processed slower	Prevention	manhours	CIO
CIO	Security Test (work-at-home systems/assure proper software load and settings)	xxx	xxx	Prevention	manhours	CIO
CIO	Temporary Contract Staffing (begin process of contracting for tier 2 & 3 support, should it be required)	FAS Professional Services, Reg. Administrator (Budget)	funding	Response	based on need/ performance	CIO
Emergency Coordinator	Provide contracting support to meet pandemic flu surge requirements for ESF-7 operations (e.g., realty services, equipment & supplies, communications, contract security guard services, fleet, etc.)	DHS/FEMA, National Office of Emergency Management and Regional Service/Staff Offices	absenteeism/augmentation from other supporting regions?	Protection	manhours	xxx
Emergency Coordinator	Monitor situation and provide ESF 2&7 personnel	DHS/FEMA, ESF-7, ESF-2, Services/Staff Offices and NCS	absenteeism/augmentation from other supporting regions?	Response	manhours	xxx

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Business Component	Action	Coordination	Shortfalls Challenges Policy	Mission Area	Est. Costs	SOP
PAO	Participate in OCSC/PAO conference call to determine role of region and coordinate messages	OCSC	lack of information	Awareness		TBD
PAO - External	Identify spokesperson and subject matter expert for media response	Regional Administrator	xxx	Awareness	manhours	comm
PAO - External	Determine the level of detail the region should release to the media/public	Regional Administrator	xxx	Response	manhours	comm
PAO - Internal	Draft and send awareness e-mail message region wide (policy update, if applicable), reinforce message via hard copy policy updates (ongoing for each trigger)	Regional Administrator, CDC, Facilities, HR, IT, Legal	xxx	Awareness	manhours	comm
PBS	Identify parties responsible for animal control outside facility premises	local animal control organizations	write contract scope and perform sources sought	Awareness	manhours	Animal Control

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Business Component	Action	Coordination	Shortfalls Challenges Policy	Mission Area	Est. Costs	SOP
PBS	Collaborate with customers including Building Security Committee (BSC) on facility-specific pandemic issues	Public Affairs	xxx	Awareness	manhours	Facility Occupant Coordination
PBS	Provide maintenance and custodial customers specific guidance on cleaning and hygiene	CDC, OSHA, Facility Support Teams	Contract oversight would need to ensure compliance	Prevention	manhours	Personal and Office Hygiene
PBS	Develop building-specific criteria under which a building would be declared closed and off-limits	Tenant Boards, Security, Legal, FEB	it will be different for each building	Prevention	manhours	Facility Access Control Criteria
PBS	Execute animal control contract, furnish training and guidance to contractors	Contracting, Legal, Building Managers	coordination of safe animal disposal	Protection	manhours	animal
FAS (fleet)	Identify appropriate vehicles needs to support other federal agencies response requirements	Fleet Central Office	decontamination/cleaning of vehicles; availability	Response	manhours, acquisition of vehicles, cleaning contract	fleet

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FAS (supply)	Actively distribute (electronic link) pandemic products catalog for supplies that can be provided by GSA to FEB, RECs, Federal building managers, PBS			Prevention	manhours	Global Supply
FAS (transport)	Identify alternate shipping means if truckers are unavailable					

Trigger: Human Outbreak Overseas

Trigger: Human Outbreak Overseas

Business Component	Action	Coordination	Shortfalls Challenges Policy	Mission Area	Est. Costs	SOP
Human Resources	Account for the status and well being of associates deployed/traveling overseas. Follow normal COOP procedure.	All Services	subject to the limits of available information	Prevention	manhours	HR
Human Resources	Process change of duty station actions	Services/Staff Offices	Cost. NOTE: The HR items on the HOO table assume that the European Business Unit (EBU) is still a part of GSA Region 6. If/when EBU is no longer a part of Region 6 due to the standup of the Federal Acquisition Service, some of the HR items on this table should be moved to the HOUS table as they will no longer be applicable under HOO.	Prevention	Early return of overseas associates not budgeted for by FTS	HR policy
Human Resources	Coordinate with Central Office to implement Human Capital flexibilities, including update of policies related to compensation for essential and nonessential associates. Accomplish labor relations obligations.	Office of the Chief People Officer, National Labor Relations Staff, Legal	National Agreement between GSA and AFGE	Response	manhours	HR
Human Resources	Coordinate to implement any changes in Human Capital flexibilities, including update of policies related to leave: annual leave, sick leave (voluntary and mandatory), liberal leave, family medical leave (FMLA & family friendly), or excused absences. Accomplish labor relations obligations.	Office of the Chief People Officer, National Labor Relations Staff, Legal	xxx	Response	manhours	HR
Human Resources	Provide telework training to supervisors and employees.	All Services	GSA Telework Policy (Time and Leave Administration Handbook, Chapter 12)	Response	manhours	HR

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Business Component	Action	Coordination	Shortfalls Challenges Policy	Mission Area	Est. Costs	SOP
Human Resources	Provide survivor benefit information and death claims to associates' next of kin as needed.	Services/Staff Offices	xxx	Response	manhours	HR
Human Resources	Utilize hiring flexibilities to backfill vacancies as necessary. Additional hiring flexibilities may be added/approved by OPM in response to national emergency (e.g., reemployment of annuitants without salary offset).	All Services	Current HSPD-12 requirements present a challenge to expeditious onboarding	Response	manhours	HR
Human Resources	Coordinate to implement any changes to telework and alternate work schedule policies in order to reduce absenteeism. Accomplish labor relations obligations.	All Services, Office of the Chief People Officer, National Labor Relations Staff	xxx	Response	manhours	HR
Human Resources	Publicize availability of Employee Assistance Plan (EAP) services to reduce absenteeism; bring EAP counselors on site if needed.	All Services	GSA Policy - EAP	Response	manhours	HR
Legal	Review Contract Defaults	Contracting Officer & Office of Regional Counsel	after 10 day non-performance	Protection	manhours	Termination for Default

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Business Component	Action	Coordination	Shortfalls Challenges Policy	Mission Area	Est. Costs	SOP
Legal	Establish procedures for building closure and usage in affected areas	xxx	anticipate regional office request	Protection	manhours	Bldg Closure
Legal	Publish guidance for other than full and open competition	Contracting Officer & Office of Regional Counsel	xxx	Protection	manhours	J&As
PAO - External	Create and distribute educational posters to field offices and property managers	Regional Administrator, CDC, HR, Legal	Policy updates and procedures	Awareness	manhours	comm
PAO - External	Update fact sheets, talking points and press releases	OCSC	xxx	Prevention	manhours	comm
PAO - Internal	Create associate health report	Regional Administrator, HR, Legal	Policy updates and procedures	Awareness	manhours	comm

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Business Component	Action	Coordination	Shortfalls Challenges Policy	Mission Area	Est. Costs	SOP
PAO - Internal	Ensure that necessary information is received from public health authorities	Regional Administrator, CDC, HR, Legal	xxx	Awareness	manhours	comm
PBS	Modify MOU to reflect FOH program needs, if appropriate	Contracting, Legal, Federal Occupational Health, Property Managers	personnel to implement the screening	Prevention	manhours	Facility Review
Regional Administrator	Cancel all non-essential travel and deployments to affected areas overseas	All Services	Consider canceling all non-essential travel and deployments overseas	Prevention	manhours	xxx
Regional Administrator	Consider return or relocation of associates stationed or traveling overseas	HR, Finance	xxx	Prevention	manhours, travel, relocation	xxx
All	Coordinate to expand Telework opportunities for associates in affected areas overseas and support potential increase in applications for acceptance into the GSA Telework program.	xxx	All Services are responsible for providing internal policy and evaluating/ensuring the capability of the associates to work at home. (including IT) NOTE: According to the GSA telework order, the RA or designee has the authority to approve short term (6 months or less) telework agreements, and such agreements require the signature of the Regional Telework Coordinator and require training for associates/supervisors.	Response	manhours	xxx

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Business Component	Action	Coordination	Shortfalls Challenges Policy	Mission Area	Est. Costs	SOP
FAS (FSS)	Ensure GSA's contracts support Federal Travel Regulations, as appropriate	All Services	xxx	Prevention	manhours	xxx
FAS (FSS)	Review Emergency Lodging Program to ensure it covers evacuations, mobilizations	Office of Government wide Policy and Travel Coordination Team	xxx	Prevention	manhours	xxx

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CIO	Ensure employee emergency contact information in GSA Identity is current	xxx	xxx	Prevention	manhours	xxx
CIO	Software updates on all workstations (verification of configuration records)	xxx	fixed and portable workstations	Prevention	budgeted	CIO
Human Resources	Account for the status and well being of associates deployed/traveling nationwide	All Services	follow normal COOP procedure subject to the limits of available information	Prevention	manhours	HR
PAO - Internal	Update message on Emergency Information Line	Regional Administrator	Personnel on-site	Awareness	manhours	comm
PAO - Internal	Update associate health report	Regional Administrator, HR, Legal	Policy updates and procedures	Awareness	manhours	comm

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Business Component	Action	Coordination	Shortfalls Challenges Policy	Mission Area	Est. Costs	SOP
PAO - Internal	Draft and send awareness e-mail message region wide (policy update, if applicable), reinforce message via hard copy policy updates (ongoing for each trigger)	Regional Administrator, CDC, Facilities, HR, IT, Legal	xxx	Awareness	manhours	comm
PAO - Internal	Publish emergency information numbers and the GSA internet, intranet websites	All Services	Personnel on-site	Protection	manhours	comm
PBS	Activate additional site security and safety measures for federally-owned properties, as appropriate	BSC, Federal Protection Service	telework and social distancing (shift staggering, varying routes w/in building, reduce density)	Prevention	manhours	Restricted Access
PBS	Execute contract mods and initiate special cleaning procedures for common areas and blood borne spill incidents	Contracting, Legal, Property Managers, Tenants	telework and social distancing	Prevention	manhours	Special Cleaning
PBS	Modify ventilation systems as applicable to minimize spread of virus in facilities	Contracting, Legal, Property Managers, Tenants	telework and social distancing	Prevention	manhours	Facility Review

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Business Component	Action	Coordination	Shortfalls Challenges Policy	Mission Area	Est. Costs	SOP
PBS	Limit food service at identified locations	Contracting, Legal, Property Managers, Tenants		Prevention	manhours	Facility Review
PBS	Identify coordination requirements for alternate or additional space and telecom	All Services, Customers, BSC	funding, MOA between facilities	Prevention	manhours	facility
Regional Administrator	Establish Regular Meetings of the Senior Emergency Response Team	SERT	teleconferencing and remote meetings	Recovery	manhours	xxx
Regional Administrator	Consider curtailing conferences and other public assemblies in Federal buildings	PBS	xxx	Response		xxx
Regional Administrator	Consider halting all business travel	OGP	xxx	Response		xxx

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Business Component	Action	Coordination	Shortfalls Challenges Policy	Mission Area	Est. Costs	SOP
All	Identify and implement alternative work sites for staff relocation, colocation	HR, Supervisors	telework and social distancing	Prevention	manhours	xxx
FAS	Monitor availability of contract transportation resources, track service areas not available	transportation providers	xxx	Protection	manhours	xxx
FAS Telecom	Provide Area Telecommunication Manager support GSA Customers	All Services	ATMs may become incapacitated and unable to perform their duties.	Response	manhours	NetServices
FAS Telecom	Provide teleconferencing support	All Services/Staff Offices	Potential for shortage of teleconferencing ports for work at home individuals	Response	manhours	NetServices
FAS Telecom	TOPS billing - telecom ordering and payment system	All Services	Staff shortages for TOPS support personnel	Response	manhours	NetServices

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FAS Telecom	Switch maintenance support - Contractor maintenance for GSA owned switches.	All Services	staff shortages of maintenance personnel.	Response	manhours	NetServices
FAS Telecom	Assess and resolve Local Trunking Problems (Local dial-tone services); Long Distance Calling Problems	LEC, IXC, or CLEC for resolution of trunking problems	staff shortages of maintenance personnel.	Response	manhours	NetServices
Finance	Coordinate any needed purchase or travel credit cards in the Region. This includes emergency raising of limits, and issuing emergency purchase cards to new cardholders.	Central Office/CFO/All Services	immediate limit raises	Protection	manhours	Credit Card Information
Finance	Operate systems for processing essential finance functions, disbursement for GSA personnel, client agencies and vendors; collections from internal and external customers	xxx	staff shortages and personnel	Protection	manhours	Finance Systems

Trigger: First Wave Pandemic

Trigger: First Wave of Pandemic

Business Component	Action	Coordination	Shortfalls Challenges Policy	Mission Area	Est. Costs	SOP
CIO	Monitor HelpDesk calls for capacity issues	xxx		Response		CIO
Emergency Coordinator	Notify the SERT via emergency alert and notification system	xxx	ready standby to regional relocation team	xxx	manhours	xxx
Human Resources	Account for the status and well being of associates; follow normal COOP procedure	Service/Staff Offices	subject to the limits of available information	Prevention	manhours	HR
PAO - External	Draft and send media advisory alerting any reduction of activities or closed facilities	Regional Administrator, OCSC, FEB, PBS	media contacts	Response	manhours	comm
PAO - Internal	Update message on Emergency Information Line	Regional Administrator	Personnel on-site	Awareness	manhours	comm

Trigger: First Wave Pandemic

Trigger: First Wave of Pandemic

Business Component	Action	Coordination	Shortfalls Challenges Policy	Mission Area	Est. Costs	SOP
PAO - Internal	Update associate health report	Regional Administrator, HR, Legal	Policy updates and procedures	Awareness	manhours	comm
PAO - Internal	Draft and send awareness e-mail message region wide (policy update, if applicable), reinforce message via hard copy policy updates (ongoing for each trigger)	Regional Administrator, CDC, Facilities, HR, IT, Legal	xxx	Awareness	manhours	comm
PBS	Inspect and provide guidelines to contractors with purchase of personal protective equipment as necessary to minimize spread of flu in facilities	All Services	xxx	Prevention	manhours	xxx
Regional Administrator	Coordinate with local officials regarding implications and response actions	FEB, law enforcement, medical community	xxx	Prevention	manhours	xxx
All	Support response and recovery efforts to quickly restore critical operations	All Services/Staff Offices	xxx	Recovery	manhours	xxx

Trigger: First Wave Pandemic

Trigger: First Wave of Pandemic

Business Component	Action	Coordination	Shortfalls Challenges Policy	Mission Area	Est. Costs	SOP
FAS	Support and coordinate contingency systems to assure delivery of essential services	All Services	staff shortages of maintenance personnel.	Protection	manhours	xxx
FAS	Monitor transportation pipeline to assure supplies meet delivery requirements	All Services	staff shortages of maintenance personnel.	Protection	manhours	xxx
FAS (fleet)	Assess and coordinate additional contractor support for fleet card, as appropriate	xxx	xxx	Response	manhours	xxx
FAS (fleet)	Raise fleet card limit, if necessary	HQ	xxx	Response	manhours	xxx
FAS (supply)	Deepen 24/7 emergency order processing (consider staffing call centers with shifts)	All Services/Staff Offices	shortages of personnel	Protection	manhours	Global Supply

Trigger: Follow-On Wave Pandemic

Trigger: Follow-on Wave of Pandemic

Business Component	Action	Coordination	Shortfalls Challenges Policy	Mission Area	Est. Costs	SOP
CIO	Establish additional RAS accounts for designated associates	SERT	current capacity is about 12,000 users acquire additional licenses	Awareness	manhours	CIO
PAO - Internal	Update associate health report	Regional Administrator, HR, Legal	Policy updates and procedures	Awareness	manhours	comm